



PARTNERSHIP REPORT CARD

MARCH 2018 MONTHLY REPORT

DELIVERING ON THE EXPERIENCE



We are pleased to present our *Partnership Report Card*, our March 2018 monthly update for Western Kentucky University.

We are proud to be your partner and appreciate the opportunity to help you achieve your strategic goals. Our goal is to continually drive student engagement, recruitment and retention by improving Quality of Life for the WKU community.
Sincerely,

Edwin Morgan

Sodexo District Manager



OUR WKU MANAGEMENT TEAM



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The Safety training this month was on Vehicle Safety and Slips, Trips, & Falls. Based on how many vehicles are being used on a day-to-day basis this training was a good reminder for all. We continue to provide Slips, Trips, and Falls training on a quarterly basis since it is the industries number one related workplace safety incident.

In addition to Safety, we conducted Human Resource (HR) training focusing on the Driving Policy. This training was centered on the rules for Driving Company owned vehicles.

We continue to develop our Leaders through our Leadership Development Training Program and this month training was on the Super Supervisor Series. Our HR manager spoke to the Supervisors about the importance of knowing your employees and motivating them.

Job specific training called methods of the week cover elevator cleaning, stainless steel and metal polishing, spot cleaning carpets, and Kaivac Cleaning were the topics this month. Supervisors trained their employees on these topics to enhance their skills on job specific tasks.

Our Spanish-speaking employees meet twice a week with the English as a Second Language International Department to enhance their English Speaking Skills. This program has helped our employees better communicate with the customers they serve and their co-workers.

The following was the training for the month of March.

Training Course	# of Participants	# of hours	Total Training hours
Monthly Safety Training	298	.75	223.5
HR Training (Driver Policy)	298	.25	74.5
New Hire Orientation (Safety & HR)	14	8	112
New Hire Fire Prevention	34	1	34
Weekly Safety Messages	327	.25	81.75
Methods of the Week	111	1	111
Leadership Training (Super Supervisor)	11	1	11
English as a Second Language	23	6	138
Sodexo SoSafe Module for Mangers	10	3	30
Staples Diversey Chemical Training	97	1	97
Total	1075	20.25	749.25





Safety Awards

Safety Award Winners for February

\$25 Gift Cards: Monthly Award

- ⇒ Imaobong Akpan (Env. Svc.)
- ⇒ Carlos Lee (HRL)
- ⇒ Terri Williams (Env. Svc.)
- ⇒ Ashlea Inniss (HRL)
- ⇒ Chris Cherry (Env. Svc.)
- ⇒ Wayne Nelson (Maint.)
- ⇒ Deborah Smith (Env. Svc.)
- ⇒ Nathan Hale (Maint.)
- ⇒ Michael Cowles (Grounds)
- ⇒ Milton Montgomery (Plant Operations)

How Diversity and Inclusion Can Add Value on Campus

Creating a campus environment that embraces and encourages diversity and inclusion is an important step in enhancing quality of life on campus. The value of diversity and inclusion can be tremendous; blending varied abilities, perspectives, and backgrounds to leverage collective insights can improve employee, client, and customer satisfaction and yield greater innovation and better organizational results. However, bringing individuals from a variety of backgrounds together in a way that best supports the success of your campus can be challenging and requires the right tools, resources, and expertise.

For nearly two decades, Sodexo has been at the forefront of leadership and innovation in diversity and inclusion, garnering more than 100 external awards and recognitions. These awards continually drive our organization toward innovation and help us gain expert insights on ways to do even more to support diversity and inclusion.

By collaborating with college leaders to develop campus-wide diversity and inclusion plans, we can help you achieve your goal of enriching the campus experience for students, faculty, and staff. We provide extensive training at all levels, educating employees on how to implement diversity and inclusion programs, communicate effectively, and further their diversity and inclusion journey. Customized plans to advance your diversity and inclusion efforts focus on:

- D&I executive planning and development
- Diversity learning solutions
- Supporting and augmenting existing D&I programming on campus

To learn more about how we can work together to create an environment that reflects and celebrates the variety of backgrounds found on campus, please contact Mike Aguilera at mike.aguilera@sodexo.com.

As of 2016, ethnic minorities make up 42% of students enrolled in an undergraduate program in the U.S. – up from 30% in 1993.

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Enrollment of international students in the U.S. has increased by 70% since 2005.



Work Order Statistics



Routine Work Order Completion Rate 90%

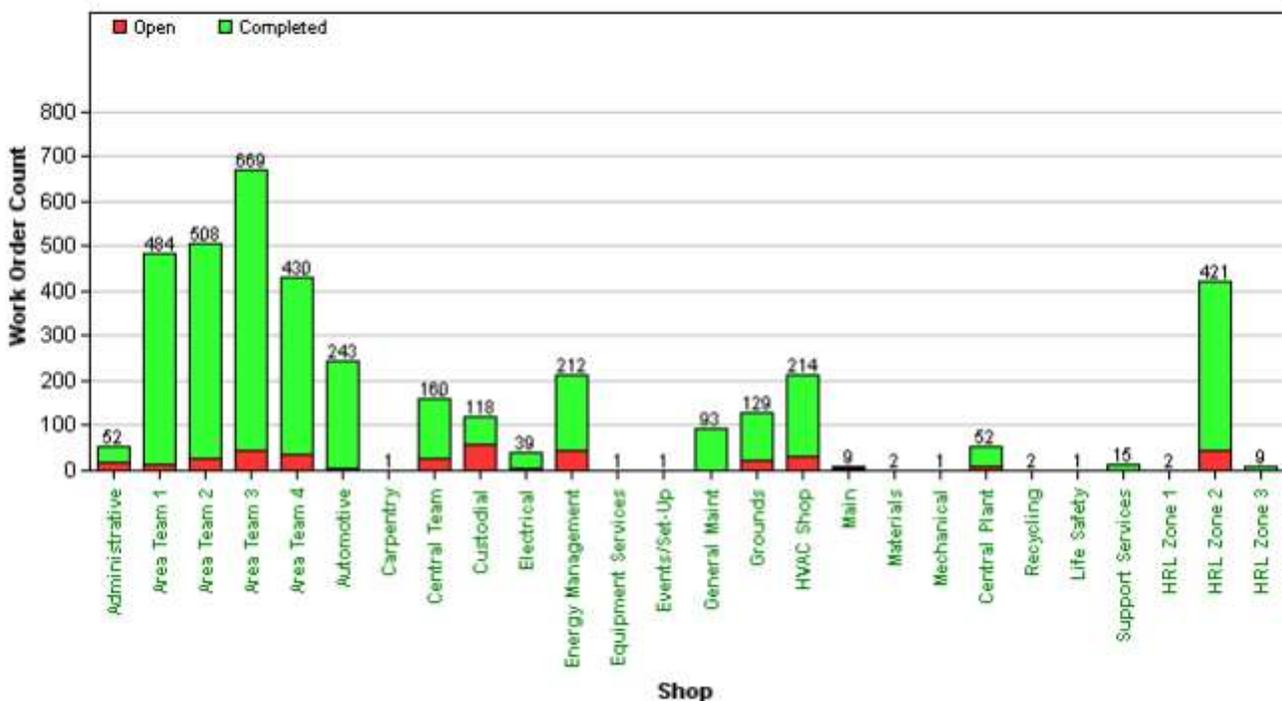
Report Criteria

Report Period is between '03/01/2018' AND '03/31/2018'

Priority	Received	Historic Status of Work Orders Received			
		Open		Completed	
		#	%	#	%
(All Other Priorities)	61	0	0.0	61	100.0
Deferred	0	0	0.0	0	0.0
Emergency	0	0	0.0	0	0.0
Low	72	6	8.3	66	91.7
PM-Monthly	902	81	9.0	821	91.0
PM-Weekly	83	15	18.1	68	81.9
Project	15	3	20.0	12	80.0
Routine	2701	270	10.0	2431	90.0
Safety Issue	7	1	14.3	6	85.7
Special Event	27	3	11.1	24	88.9
Urgent	0	0	0.0	0	0.0
Total:	3868	379	9.8%	3489	90.2%

Work Order Stats by Shop

Historic Status of Work Orders Received



MAKING EXCEPTIONAL CUSTOMER EXPERIENCES THE TOP PRIORITY



Our new award winning Sodexo Customer Experience program is designed to put our guest first. Empowering our employees at all levels of our organization builds upon our rich service history of thinking of our guests first. Creating positive and engaging interactions with everyone we have the opportunities to serve is just part of what we do to improve the Quality of Life on campus.

GROUNDS

- March was great month for the grounds department, because it signals the beginning of spring. This month the department has been busy conducting inventory of all our equipment, fixing anything that was broken, stocking up on supplies for the growing season, and prepping for mowing season.
- March started and completed our campus wide pre-emergent/fertilizer for all lawn areas and sports fields. This application will help to prevent weed germination thru the early spring to summer months and keep goose grass and crab grass from germinating in late summer. The fertilizer put down will help to promote the cool season grass to start growing and maintain a dark green color for the season.
- Landscape bed maintenance began this month as well. We cleaned up all landscape beds by pulling weeds, trimming/shaping shrubs, liming up trees, and mulching. Pre-emergent was added to all landscape beds to help prevent the germination of weeds.
- Baseball, softball, and soccer season all begin this month as well. The department prepped all the fields, stands, concourses, and decks for the season. Crews are continuing to maintain these areas throughout the season.



We are building a better tomorrow for everyone

The world is changing. Population growth, environmental issues and social shifts are changing the way we live and work. Businesses have to change too.

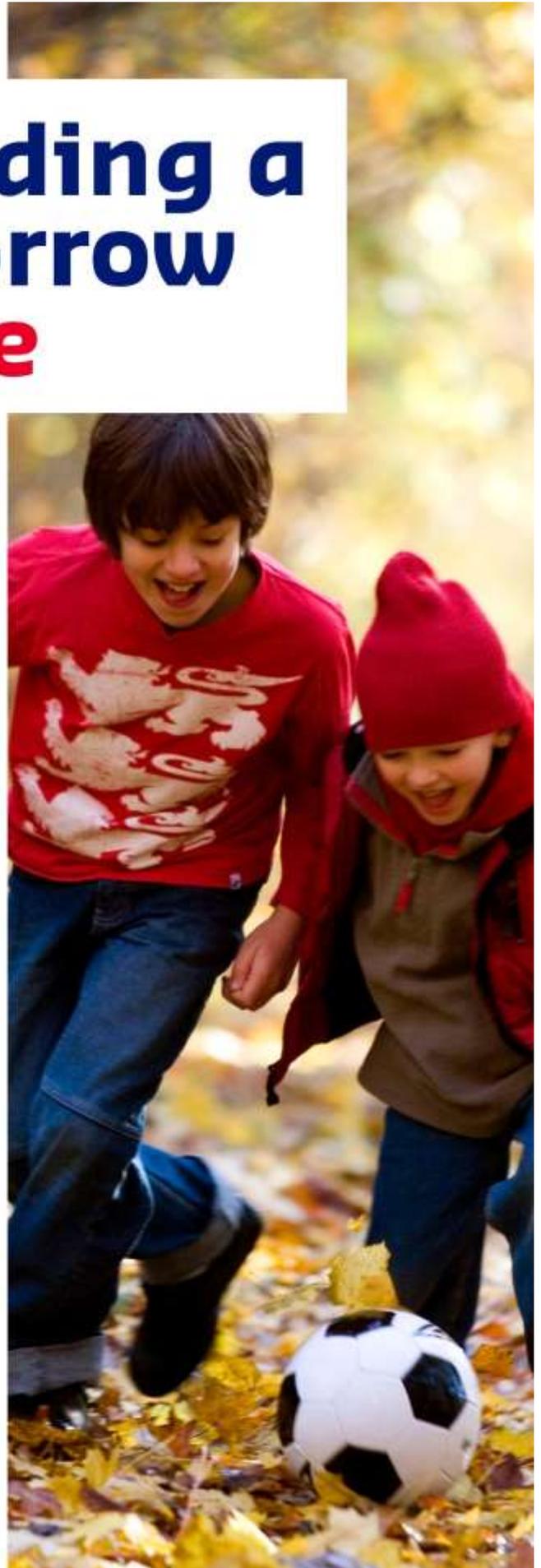
75
million customers

425,000
employees

Over the past 50 years we have built a business that enhances quality of life. Our Better Tomorrow 2025 commitments help us continue that journey to make life better for individuals, communities and the environment. Our nine commitments are centered around:

Gender | Hunger | Waste

To learn more visit [Sodexo.com/bettertomorrow](https://www.sodexo.com/bettertomorrow)



DRIVING PERFORMANCE

- Electrical consumption increased 3.3% in February of 2018 compared to the same period in 2017. Cost increased by 3% or \$9,962. KW demand decreased by 2.9%. There were 512 heating degree days in February compared to 459 in 2017, an increase of 11.6%. There were 14 cooling degree days for the month.
- The condenser water receiver tank has been replaced at the Wetherby Administration Building along with both condenser water pumps. A stainless steel tank was selected due to cost and availability which should never require replacement again. Start-up is expected the first week in April.
- The new cooling tower for Grise Hall has been installed and is scheduled for start-up by the end of March. The scheduled power outage was postponed until after commencement to re-work several high voltage connections and to install primary power metering that will communicate with the Building Automation System.
- The three remaining air handlers at Grise are scheduled to be replaced in an HVAC project this summer. Historically Grise Hall has been extremely challenging to adequately heat and cool for many years. An engineering study has been completed to assess actual heating & cooling loads. As expected, both loads have dramatically changed since the building was constructed in 1965. All of the air handlers will be upsized to meet current conditions. Air filtration is primitive using a roll type filter integral to the air handlers, the new units will upgrade to a MERV 11 filter that will significantly improve indoor air quality. Future projects will replace outdated and worn mixing boxes and the chiller that will complete the phased upgrades of the HVAC systems.
- Central Heat Plant staff have completed a survey of the entire steam distribution network looking for any indication of leaking pipe. Two areas have been identified for repair this coming summer. Condensate returning to the plant has maintained at 77% through January, this is compared to 46% in January of 2017. The 23% loss is very acceptable with the majority being necessary boiler blowdown. Maintaining a high condensate return greatly reduces operating cost associated with steam production.

BECOME A HILLTOPPER



Area Team ONE

Completed Projects:

- Replaced the bearing assembly on the domestic hot water recirculation line at KCC catering kitchen.
- Assisted the contractor on repairs to the commercial dishwasher at JJH.
- Assisted with three special event set up at PHAC/ Big Red Dance, Blood Drive and WKU health day.
- Repaired several lights in Knicely Center 208 area/ Scholarship banquet.
- Replaced damper motor on gas water heater at South Campus.
- Replaced 3 transition joints at Gary Ransdell Hall.
- Replaced the water cooler chiller above the hallway ceiling and the basketball courts at PHAC.
- Replaced the water cooler in the women's student locker room at PHAC.
- Assisted with roof leaks at JJH and Academic Complex.
- Installed new faucet in room 129 at JJH.
- Replaced bad ballast and lights in the Pool area at PHAC.
- Tested the backflow preventer at PS3.
- Removed caulking from lavatories in all restrooms at PHAC and replace with new.

- **Area Team TWO:**

Completed Projects:

- Worked with Ben Johnson to do some switching on the 12470 North Loop to make room for the addition of Hilltopper Hall.
- Assisted AT4 with repairing the circuit feeding AHU#3 at EST.
- Had an issue with extremely hot domestic cold water at Smith East. Worked with the steam plant to transfer the building from steam to boiler operation. Found a steam leak on the AOC side of the building. The steam plant isolated the leak.
- Replaced the water heater in the restroom in the 1st base dugout at NDF.
- Replaced the fluorescent light fixtures with LED fixtures in both elevators at PS1.
- SR to get the Track Facility ready for their first track meet (4/6-7).
- Had to remove some cracked grout in the coach's locker room at the Baseball Clubhouse. The tile was sealed with a color matching caulk.
- Eight Region IV high school basketball games and a Harlem Globetrotters Game.

Area Team THREE:

Completed Projects:

- AG Expo- Replaced lights out in holding arena.
- VanMeter- Replaced water cooler on 1st floor.
- Cherry Hall- Replaced Exhaust fan #6 motor.
- FAC-BG glass replaced broken window in room 425 and 451
- FAC-BG glass replaced Broken door window on 1st floor.
- VanMeter- HVAC repaired leaking valve in 2nd floor woman's restroom.
- Cherry Hall- Southern Electric Replaced Chilled water pump.
- Wetherby- Southern Electric- Replaced Chilled water pump
- Music Hall- Replaced trim coming loose from wall.
- Gatton- Repaired multiple drains clogged up.

Area Team FOUR:

Completed Projects:

- Replaced broken DI water faucet in Snell Hall 4109
- Unstopped floor drain in the kitchen at Tower Food Court
- Replaced emergency lighting control switches in three rooms at HCIC
- Installed string lights and repaired landscape lighting at President's House
- Repaired door latches so they can't be pried open in Snell Hall 1101 and 1102
- Performed ladder inspection on all AT4 ladders

CENTRAL TEAM:

Completed Projects:

- Built helmet boxes for softball
- Sealed ledge at CH
- Boarded and repaired several broken windows
- Repaired steps on stage at DSU
- Repaired broken banners
- Repaired broken doors over campus
- Worked on leaks all over campus
- Repaired fence at EH&S
- Hung gate back up on dumpster at PHAC
- Repaired benches at baseball
- Finished pms for march
- Stained trim at GWH
- Patched and painted rooms at GWH
- Patched and painted rooms at CH
- Repaired ceiling at 1783 trailer
- Repaired holes at SNH
- Patched and painted at CEBS
- Patched and painted at STH
- Patched and painted at IED

GIS

Completed Projects:

- Completed all utility locates
- Completed all map requests
- Completed all PM additions and revisions in Maintenance Connection
- Updated missing locations and other asset information in Maintenance Connection
- Created drawing for new drainage system at Cherry Hall
- Noise reduction study at Academic Complex
- Verified rooms and asset number in Maintenance Connection for the common areas in PFT
- GPS new sewer line for grease trap at Hilltopper Hall
- Tagged new equipment at various buildings across Main Campus, South Campus and Ag Farm.
- GPS and updated GIS information on renovated bus stop at South Campus
- Building walkthrough of TCCW renovation (deciding on how to approach updating rooms and equipment in Maintenance Connection)
- Building walkthrough of Hilltopper Hall
- Updating pole light tag numbers
- Work with PDC to Update and Maintain Drawing Paper Copy Procedures
- Update and Organize Parking Structure 1 2nd Floor Drawing Storage Room

STOCKROOM:

Completed Projects:

- Procurement Card-March Totals \$122,862.22 Complete 344 Transactions
- Schedule and posted deliveries of Janitorial supplies
- Inspections on Trucks for March
- Stockroom Safety Inspection for March
- Safety Training for March
- Ordered Eyewash Replacement bottles for ESA Dept.

Evening shift:

Completed Projects:

- FAC ceiling tile replacement rooms, 112, 125, 116, 141, 163, 110
- March, lighting audits on building exteriors, and pole lights.
- Unlocking FAC on Weekend.
- Assisted Housing taking calls when they had people out. Assisted Mike with Fire pump Reset at Barnes.
- Answered calls as needed for various buildings.
- Safety Training for March.
- Building checks for rain leaks.
- Check exterior drains around campus and hole in floor at Cravens for rain problems.
- Change lights and repair doors various buildings as needed.
- Follow up for dayshift to: Reset fire alarm system after contractor. Check for Squirrel @ Gordon Wilson Mechanical under back step.



COMPLETED PROJECTS

- Replaced broken motor mounts and rebalanced return fan Helm AHU#2
- HRL emergency generator PM's were completed
- Replaced cooling coils at the Den
- Completed cooling tower preparation for spring start-up
- Replaced combustion controller Captive Air make-up air unit DSU
- Replaced fan shaft bearings make-up air unit 4th floor Tate Page
- Replaced compressor and expansion valve FAC 237
- Completed weekly walks of underside of the Colonnade
- Repaired fan coil unit in ticket boot Diddle Arena
- Repaired and charged A/C unit at Taylor Center
- Modified boiler exhaust vents at Honors College
- Completed internal boiler inspection at Garret re-assembled boiler
- Removed electrical connectivity to the baghouse
- Completed another secession of owner training on Ogden BAS controls
- Completed survey of steam/condensate leaks on distribution system
- Repaired generator transfer switch at the Central Heating Plant
- Replaced Wi-Fi flag Gordon Wilson
- Replaced unit controller at Gordon Wilson
- Repaired several post top Granville walkway lights, converted from metal halide to LED
- Completed VFD PM's Preston and DSU
- Replaced 2 failed air handler VFD's at Environmental Science and Technology
- Created occupancy schedules for Ogden Science Building
- Replaced differential pressure sensor Preston hot water system
- Trouble shooting offline issues at Music Rehearsal Hall, found VAV switched off
- Replaced hot water valve actuator at Cravens Library
- Completed vehicle safety training
- Completed owner training at Ivan Wilson Fine Arts Building



ENVIRONMENTAL SERVICES DEPARTMENT



- Equipment inventory is substantially complete. We are compiling numbers now. In addition, a meeting has been scheduled with Rodney Hounshell with Supply Services to develop a new tool to assist us in tracking current equipment. We will report the findings in the next meeting. The inventory is saved on the shared drive.
- New hire training has been revamped. Front line supervisors have developed plans to teach methods needed for the first month of employment. Each new Sodexo employee goes thru 4-5 days of hands on training before cleaning solo. Bonnie is providing this training as well as doing training on equipment.
- We continue to complete equipment repairs in-house. We have reduced service calls by outside vendors for vacuum cleaners and Kaivac machines. Most parts we need can be purchased direct from wholesaler, USA Clean of Illinois.
- Training sessions continue with front line supervisors on a weekly basis. Managers are focusing on customer service training, managing difficult people, and improving communication and listening. We ordered and received business cards for all Supervisors and SR ESA.
- Front line staff supervisors are developing summer project plans that will begin in May. List of supplies needed will be finalized next week.
- Supply orders for the buildings have stopped topped and we are asking all supervisors to provide an inventory and use what they have in the buildings.
- We continue to plan for graduation for May. Both Diddle Arena and Smith Stadium will be used, so we will be preparing both venues.
- Weekly building walks continue. Last week, visits were made to Grise Hall, Environmental Science, and Technology, Snell Hall, Fine Arts Center, Cherry Hall, and Smith Stadium East and West. Kudos to the crew at Snell Hall. That building has made the best recent progress for cleanliness.
- We received a new supply of door hangers for customer service. These have been distributed to front line staff for use. We will start posting these on the bulletin boards.
- Sodexo has rolled out new software that's used on company phones to track safety observations conducted by managers. Each manager will conduct at least two detailed observations per week.



ENVIRONMENTAL SERVICES DEPARTMENT

- Staples conducted training for microfiber and cleaning chemical use during the month of February. Plans are on-going to schedule other vendors for LVT floor care.
- Plans will be developed to schedule and manage cleaning at Gatton Academy for the summer. Each dorm suite will be cleaned, waxed, and detailed before the Fall Semester begins.
- Managers are developing criteria for daily vehicle inspections along with a suitable policy for identifying service and damage reporting.
- Plans are in development for changing cleaning routines based on ASTRA schedules. Our coverage times will extend past the noon day hour for each weekday. Grise Hall and Cherry Hall are being planned for this trial. We are educating our staff how to utilize the ASTRA schedule to clean these areas.
- Significant planning continues for the development of PAR levels for supply inventory. We look to reduce items on the shelf, but maintain a more sustainable inventory of everyday supplies. This process should be fully functional for the fall semester. This project is in the works.



Maintenance Projects

- Our team continued to go through buildings and fix problems as they arise.
- We went through and evaluated many of our hydronic systems.
- We made adjustments and repairs that we can make and are getting together a list of projects to have contractors repair.
- Planned and organized our spring break projects.
- We repaired the leaking drain line leaking into HRL in west hall.
- Shut down domestic cold water at south hall and made several repairs.
- We Replaced the DHW recirc line at Minton.
- We changed all filters in the dorms during the spring break.
- Kirk replaced the fan motor in the unit for 133 Northeast.
- Garrett changed out rusted escutcheons on all floors at Bemis Hall.
- Mike changed 2 water source heat pump units that were bad at Meredith Hall.
- Roy shut off DHW at Gilbert and repaired a 2 inch copper line above the boiler leaking.
- Assisted contractors in the prep work for boiler inspections at east on the steam boilers, met with boiler inspector, and assisted in getting the boilers back together and running.

Housekeeping projects and Accomplishments.

- Keen- Detail cleaned bathrooms 2-7 tall side; 2-4 short side; buffed in front of elevators lobby- 7 tall side
- PFT- Detail cleaned bathrooms 3-26; elevator tracks; detail cleaned kitchens
- Poland- Detail cleaned bathrooms 2-9; detailed kitchens
- Bemis- Detail cleaned kitchens; scrubbed showers 2-9
- Barnes- Detail cleaned kitchens; scrubbed showers 2-9
- Zach/Meredith- Detail cleaned kitchens; scrubbed hallways
- Bates- 1st floor –Boost and Waxed kitchens, boost and waxed laundry room, Boost and waxed behind front desk (Mail room)
- Rodes- Focused on bathroom cleaning changed shower curtains/ vents
- Gilbert- Scrubbed bathroom floors with I-mop, focused on shower cleaning / toilets, Cleaned outside Windows
- McCormack- Focused on Shower cleaning / toilets Cleaned Carpet 6,5,4,and 3
- SW/ NE- Focused on outside Windows / Stairwells



THE NOT-SO-CARE-FREE COLLEGE YEARS

Gen Z is the most anxious generation to arrive on campus yet according to Sodexo's 2017 International University Lifestyle Survey; their expectations are more fluid and immediate than previous generations. This is contributing to increased stress levels among students and motivating universities and their partners to consider a whole new model of service. This survey reveals there are some factors you can predict, from financial burden to good Wi-Fi, but some you cannot, like the importance of a friendly atmosphere or dedicated space for collaboration.

Sodexo has conducted a University Lifestyle Survey in the U.K. biennially since 2004, identifying and tracking trends in key non-academic areas of university life as experienced by undergraduate students. For the first time in the report's 14-year history, and in response to a more global higher education sector, we have conducted the survey on a worldwide basis, polling more than 4,000 students in six countries around the world (China, India, Italy, Spain, the U.K. and the U.S.).

This report tracks the undergraduate student journey, providing valuable insights and identifying key trends in non-academic areas of university life. Sodexo is committed to consumer

insights; in a data-driven world, it is important to collect information, analyze findings and draw insights/conclusions that help us continually expand and adapt to ensure student needs are being met.

Key findings that could impact an institution's ability to attract, engage and retain students include:

43 percent of U.S. students decide where to attend college based largely on their first impression of the campus.

83 percent consider a friendly campus environment more important than a university's reputation.

86 percent of U.S. students study alone in their rooms (higher than any other country surveyed), completely missing the opportunity to collaborate, share knowledge and engage socially with others.

Nearly 50 percent are concerned about day-to-day finances; 19 percent say they are extremely concerned. This is almost 20% higher than their counterparts in the U.K. and China.

Of the 35 percent of students who have considered dropping out of college, nearly half say it is due to financial problems.

Download the complete survey and read more insights about our findings at www.sodexoinsights.com.

MARCH



**EMPLOYEE
OF THE MONTH ★**



Reina Lopetegui

Martha Rhodes

Sherry Kuehlthau

Patsy Perkins

Leonard Dill

Kathy Bailey

Margaret Jacko

Carla Kozabo

Wayne Gillon

Shane Smith



OUR DFM MISSION

Guided by our shared value, each one of us is fully empowered to consistently exceed the expectations of the university to insure a safe, clean and stimulating learning, working and living environment for all involved. To this end, we will provide the most efficient and effective routine and preventative maintenance services needed to support the educational goals of **Western Kentucky University.**

